



FLEMING-MASON ENERGY
COOPERATIVE, INC.

P.O. BOX 328 • FLEMINGSBURG, KENTUCKY 41041 • (606) 845-2661 • FAX (606) 845-1008

2003-
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FOR COMMENT

May 13, 2003

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PUBLIC SERVICE
COMMISSION

Mr. Thomas M. Dorman
Executive Director
Ky. Public Service Commission
P. O. Box 615
Frankfort, KY 40602-0615

RE: February 16, 2003 Ice Storm Restoration Assessment

Dear Mr. Dorman:

Enclosed is Fleming-Mason Energy's response to the Commission's request for information concerning the ice storm. If further information is needed, please contact the office.

Sincerely,

A handwritten signature in black ink, appearing to read "Anthony P. Overbey".

Anthony P. Overbey
President & CEO

jh
Enclosures

Response to:
February 16, 2003 Ice Storm Restoration Assessment

- Initial evaluation/assessment of damage

This ice storm affected all eight counties of the territory served by Fleming-Mason. Because of the wide-spread damage, the evaluation and assessment was a constant, on-going effort by Fleming-Mason personnel to identify the most critical areas to be repaired. Changes in the weather during the days following the initial storm also made the evaluation and assessment process an on-going necessity.

- Prioritization of repairs

Repairs were made as logic and access determined. Three-phase lines had to be energized first, followed by primary then secondary lines. Emphasis was placed on critical loads such as health care facilities, emergency response facilities, etc. More heavily populated areas were targeted to restore service to as many customers as possible initially.

- A timeline, scaled at increments no greater than 24 hours, of the number of employees and heavy equipment participating in the restoration. Employees should be categorized by classification and employer.

Fleming-Mason utilized all active employees, received assistance from 11 Kentucky Cooperatives, utilized 6 independent contractors, and also contracted 5 retired employees to assist with the restoration process. Attached is a breakdown by mutual aid assistance, contractors and Cooperative labor.

	MEN TOTALS	PICKUPS TOTALS	DIGGERS/ BUCKETS TOTALS
16-Feb Crewleaders	3	12	2
Linemen	16		
Engineers	2		
Warehouseman/Groundman	5		
17-Feb Crewleaders	4	15	2
Linemen	16		
Engineers	3		
Warehouseman/Groundman	5		
18-Feb Crewleaders	4	13	2
Linemen	16		
Engineers	3		
Warehouseman/Groundman	5		
19-Feb Crewleaders	4	14	2
Linemen	16		
Engineers	3		
Warehouseman/Groundman	5		
20-Feb Crewleaders	4	14	2
Linemen	16		
Engineers	4		
Warehouseman/Groundman	5		
21-Feb Crewleaders	4	14	2
Linemen	16		
Engineers	4		
Warehouseman/Groundman	5		
22-Feb Crewleaders	4	11	2
Linemen	16		
Engineers	4		
Warehouseman/Groundman	5		
23-Feb Crewleaders	4	13	2
Linemen	16		
Engineers	4		
Warehouseman/Groundman	5		
24-Feb Crewleaders	4	15	2
Linemen	16		
Engineers	4		
Warehouseman/Groundman	5		
25-Feb Crewleaders	4	16	2
Linemen	16		
Engineers	4		
Warehouseman/Groundman	5		
26-Feb Crewleaders	4	15	2
Linemen	16		
Engineers	4		
Warehouseman/Groundman	5		

	MEN TOTALS	PICKUPS TOTALS	DIGGERS/ BUCKETS TOTALS
27-Feb Crewleaders	4	15	1
Linemen	16		
Engineers	4		
Warehouseman/Groundman	5		
28-Feb Crewleaders	4	17	2
Linemen	16		
Engineers	4		
Warehouseman/Groundman	5		
1-Mar Crewleaders	3	13	2
Linemen	15		
Engineers	4		
Warehouseman/Groundman	5		
2-Mar Crewleaders	3	8	
Linemen	11		
Engineers	0		
Warehouseman/Groundman	3		
3-Mar Crewleaders	4	11	2
Linemen	15		
Engineers	0		
Warehouseman/Groundman	4		
4-Mar Crewleaders	3	10	2
Linemen	16		
Engineers	0		
Warehouseman/Groundman	4		
5-Mar Crewleaders	3	10	2
Linemen	16		
Engineers	0		
Warehouseman/Groundman	4		
6-Mar Crewleaders	3	11	1
Linemen	16		
Engineers	0		
Warehouseman/Groundman	3		
7-Mar Crewleaders	3	10	2
Linemen	15		
Engineers	0		
Warehouseman/Groundman	3		

**MUTUAL AID ASSISTANCE:
(Kentucky Cooperatives)**

		MEN TOTALS	PICKUPS TOTALS	DIGGERS/ BUCKETS TOTALS
16-Feb	Foremen	0	0	0
	Linemen	0		
17-Feb	Foremen	1	3	2
	Linemen	5		
18-Feb	Foremen	8	8	11
	Linemen	24		
19-Feb	Foremen	8	8	11
	Linemen	24		
20-Feb	Foremen	8	9	12
	Linemen	30		
21-Feb	Foremen	14	13	17
	Linemen	41		
22-Feb	Foremen	20	17	19
	Linemen	44		
23-Feb	Foremen	23	18	22
	Linemen	53		
24-Feb	Foremen	25	21	25
	Linemen	58		
25-Feb	Foremen	25	21	25
	Linemen	60		
26-Feb	Foremen	24	16	24
	Linemen	51		
27-Feb	Foremen	19	12	20
	Linemen	43		
28-Feb	Foremen	18	11	17
	Linemen	37		
1-Mar	Foremen	9	4	9
	Linemen	18		
2-Mar	Foremen	7	3	6
	Linemen	8		
3-Mar	Foremen	7	7	7
	Linemen	17		
4-Mar	Foremen	1	2	1
	Linemen	9		
5-Mar	Foremen	1	2	1
	Linemen	9		
6-Mar	Foremen	1	2	1
	Linemen	9		
7-Mar	Foremen	1	3	1
	Linemen	9		

FLEMING-MASON ENERGY									
INDEPENDENT CONTRACTORS:									
		MEN	PICKUP	DIGGERS/ BUCKETS	DOZER	BOMBARDIER	4 WHEELER	RIGHT-OF-WAY	RIGHT-OF-WAY
		TOTALS	TOTALS	TOTALS	TOTALS	TOTALS	TOTALS	MEN	VEHICLES
16-Feb	Foremen	4	3	8	1	0	0	10	9
	Linemen	4						9	
	Superintendent	0							
	Operator	4							
	Groundman	2						1	
17-Feb	Foremen	4	3	8	1	0	0	17	18
	Linemen	4						15	
	Superintendent	0						1	
	Operator	4							
	Groundman	2						2	
18-Feb	Foremen	4	3	8	1	0	0	17	19
	Linemen	4						20	
	Superintendent	0						1	
	Operator	4							
	Groundman	2						2	
19-Feb	Foremen	10	5	13	1	1	0	18	22
	Linemen	7						22	
	Superintendent	1						1	
	Operator	7							
	Groundman	4						4	
20-Feb	Foremen	10	5	13	1	1	0	20	24
	Linemen	7						21	
	Superintendent	1						1	
	Operator	7							
	Groundman	4						4	
21-Feb	Foremen	12	5	13	1	1	0	20	25
	Linemen	14						22	
	Superintendent	1						1	
	Operator	7							
	Groundman	6						5	
22-Feb	Foremen	12	10	20	1	2	2	21	24
	Linemen	15						17	
	Superintendent	1						1	
	Operator	7							
	Groundman	8						3	
23-Feb	Foremen	12	12	20	1	2	3	20	23
	Linemen	16						17	
	Superintendent	2						1	
	Operator	7							
	Groundman	6						4	
24-Feb	Foremen	7	12	20	1	2	3	21	25
	Linemen	16						19	
	Superintendent	2						1	
	Operator	7							
	Groundman	6						7	
25-Feb	Foremen	10	15	27	1	2	3	20	24
	Linemen	21						20	
	Superintendent	2						1	
	Operator	9							
	Groundman	7						5	

FLEMING-MASON ENERGY									
INDEPENDENT CONTRACTORS:									
		MEN	PICKUP	DIGGERS/ BUCKETS	DOZER	BOMBADIER	4 WHEELER	RIGHT-OF-WAY	RIGHT-OF-WAY
		TOTALS	TOTALS	TOTALS	TOTALS	TOTALS	TOTALS	MEN	VEHICLES
26-Feb	Foremen	10	15	27	1	2	3	22	25
	Linemen	20						20	
	Superintendent	2						1	
	Operator	9							
	Groundman	6						6	
27-Feb	Foremen	10	15	27	1	2	3	21	23
	Linemen	21						17	
	Superintendent	2						1	
	Operator	9							
	Groundman	6						5	
28-Feb	Foremen	10	15	27	1	2	3	11	14
	Linemen	21						10	
	Superintendent	2							
	Operator	8							
	Groundman	6						4	
1-Mar	Foremen	9	14	25	1	2	3	10	13
	Linemen	19						10	
	Superintendent	2							
	Operator	8							
	Groundman	5						3	
2-Mar	Foremen	7	12	19		1	3	7	10
	Linemen	17						9	
	Superintendent	1							
	Operator	6							
	Groundman	3						3	
3-Mar	Foremen	5	6	12		0	0	0	
	Linemen	10						0	
	Superintendent	0							
	Operator	6							
	Groundman	0						0	
4-Mar	Foremen	5	6	12		0	0	1	2
	Linemen	10						2	
	Superintendent	0							
	Operator	6							
	Groundman	0						1	
5-Mar	Foremen	5	6	12		0	0	1	2
	Linemen	10						2	
	Superintendent	0							
	Operator	6							
	Groundman	0						1	
6-Mar	Foremen	5	6	12		0	0	1	2
	Linemen	10						2	
	Superintendent	0							
	Operator	6							
	Groundman	0						1	
7-Mar	Foremen	4	5	9		0	0	1	2
	Linemen	8						1	
	Superintendent	0							
	Operator	4							
	Groundman	0						1	

Response to:
February 16, 2003 Ice Storm Restoration Assessment

- A timeline showing the number of customers without service at increments no greater than 12 hours

Below is a timeline based upon Fleming-Mason Energy's best *estimate* of customers without service:

<u>DATE</u>	<u># OF CUSTOMERS</u>	<u>DATE</u>	<u># OF CUSTOMERS</u>
2/15 p.m.	621	2/27 a.m.	721
2/16 a.m.	4,860	2/27 p.m.	407
2/16 p.m.	17,348	2/28 a.m.	310
2/17 a.m.	15,211	2/28 p.m.	84
2/17 p.m.	14,903	3/1 a.m.	78
2/18 a.m.	13,021	3/1 p.m.	71**
2/18 p.m.	11,739	3/2 a.m.	71
2/19 a.m.	11,283	3/2 p.m.	71
2/19 p.m.	15,334*	3/3 a.m.	69
2/20 a.m.	10,120	3/3 p.m.	69
2/20 p.m.	7,403	3/4 a.m.	69
2/21 a.m.	4,631	3/4 p.m.	69
2/21 p.m.	3,840	3/5 a.m.	66
2/22 a.m.	2,873	3/5 p.m.	60
2/22 p.m.	2,368	3/6 a.m.	57
2/23 a.m.	2,104	3/6 p.m.	54
2/23 p.m.	1,861	3/7 a.m.	49
2/24 a.m.	1,791	3/7 a.m.	41
2/24 p.m.	1,608		
2/25 a.m.	1,520		
2/25 p.m.	1,418		
2/26 a.m.	1,302		
2/26 p.m.	1,218		

*Ice was melting off lines causing more outages.

**Barns and camps only, all known residential had power restored.

Response to:
February 16, 2003 Ice Storm Restoration Assessment

- Availability and effectiveness of contract crews and/or mutual aid crews

Fleming-Mason received assistance from 11 mutual aid companies, whose experience and expertise were invaluable. Six independent contractors, two of whom were our regular contractors, were also very effective in getting manpower and heavy equipment into our area very quickly. Quality assistance was readily available and we experienced no problems in that area.

- Operational coordination between your utility and contractors, volunteers and governmental agencies

Fleming-Mason Energy crewleaders and first class linemen directed the contract and mutual aid crews in all of the eight counties served. One FME employee would go out with a number of contractors and assign work and assist with the repairs in a specific area. Assignment of areas and crews were determined by the Operations Superintendents.

Volunteers were not used in the restoration work, but several people in the community volunteered many hours by preparing food, doing laundry and donating food and supplies. Fleming-Mason was very appreciative of all the support and caring received in all areas of its service territory.

There was open communication between county and state officials concerning road conditions, assistance availability, individual customer concerns, etc. at all times during the emergency.

- Availability of material and supplies

Fleming-Mason had enough supplies in inventory initially to cover its needs. There were no problems in receiving additional material as needed in a timely manner.

- Tree trimming practices and history (clear-cut, trim, time between cycles, etc.)

FME completed a 6-year right-of-way cycle beginning March, 1996 running through March, 2002. In March, 2002, a 5-year cycle was started and we are currently in the 2nd year of this cycle. FME is attempting to cut a 40' right-of-way where possible. In addition to the cycle work, a four-man crew is contracted to cut yard trees and clear right-of-way for new construction. FME has a spraying program that sprays what has been cut the previous year.

- Consumer hours out and utility expenditures per consumer hour out

Total estimated consumer hours out:	1,806,950
Estimated expenditures per consumer hour out:	\$1.38

Response to:
February 16, 2003 Ice Storm Restoration Assessment

- Call Center operations (IVR, contract call center, daily average response time per call, etc.)

Fleming-Mason does not contract out any of its dispatching. A minimum of three office personnel manned the phones from 7:00 a.m. to 12:00 midnight leaving all phone lines in operation. From 12:00 midnight to 7:00 a.m. two of our part-time telephone operators manned the phones.

- Outage tracking/response software used; to what extent

Fleming-Mason does not have outage tracking/response software. Service orders were generated in our customer database when an individual called with a specific problem.

- Communications with customers, media, public officials, governmental agencies, PSC

Every effort was made to keep communication open between all of the above mentioned. The media was kept apprised of ongoing repairs. Customer phone calls were answered by FME personnel and as many calls were taken as possible with updated information given out.

- Coordination of efforts with the Division of Emergency Management and other local emergency management officials

KAEC coordinated responses to the state Division of Emergency Management.

- Plans for post restoration cleanup and outside facility inspections

FME estimates that clean-up efforts are approximately 85% complete as of this date. This is an on-going effort by both FME employees as well as a contracted crew. Damaged lines were inspected before energizing.

- What service/support could the PSC offer that would be of assistance

Communicating safety issues to customers.